

User Experience Done "Live"

Based on Expertise and Usage Data

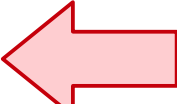
Frank Loehmann,
Christoph Noack
User Experience

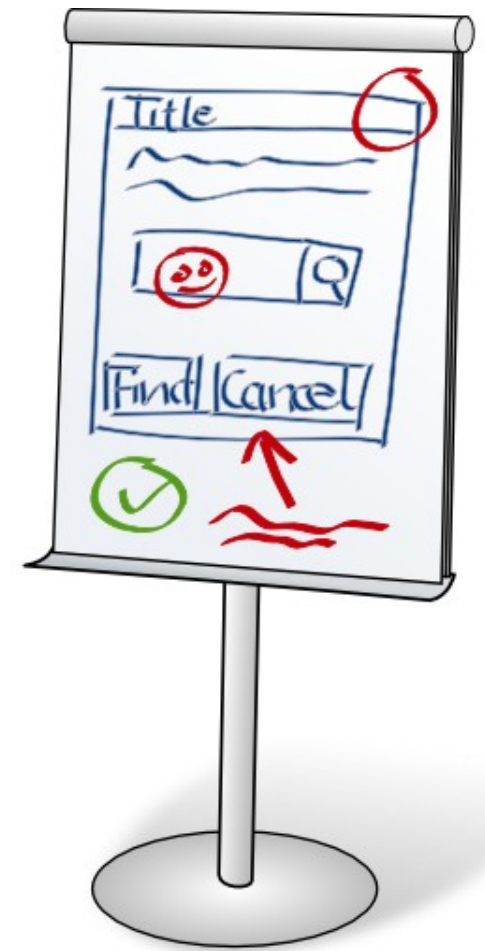
05:15 PM
2009-11-05



Agenda

Our proposed topics:

- Documentation Improvements
- Find Dialog Improvements
- Access to User Feedback Data
- Your own proposal? 

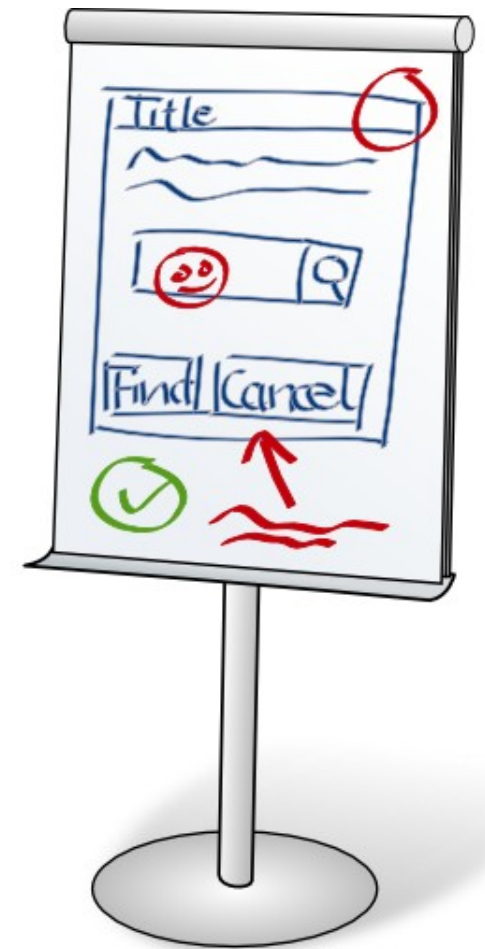


Procedure

- 90 min workshop
- Stuff you would like to do, maybe...
- 3 different topics; for each topic:
 - Introduction to understand problem and context
 - Intensive discussion and “hands-on”
 - Presentation of the results and remaining tasks
- Your job: analyze data, sketch UI proposals, discuss solutions, ...
- Our job: guide you



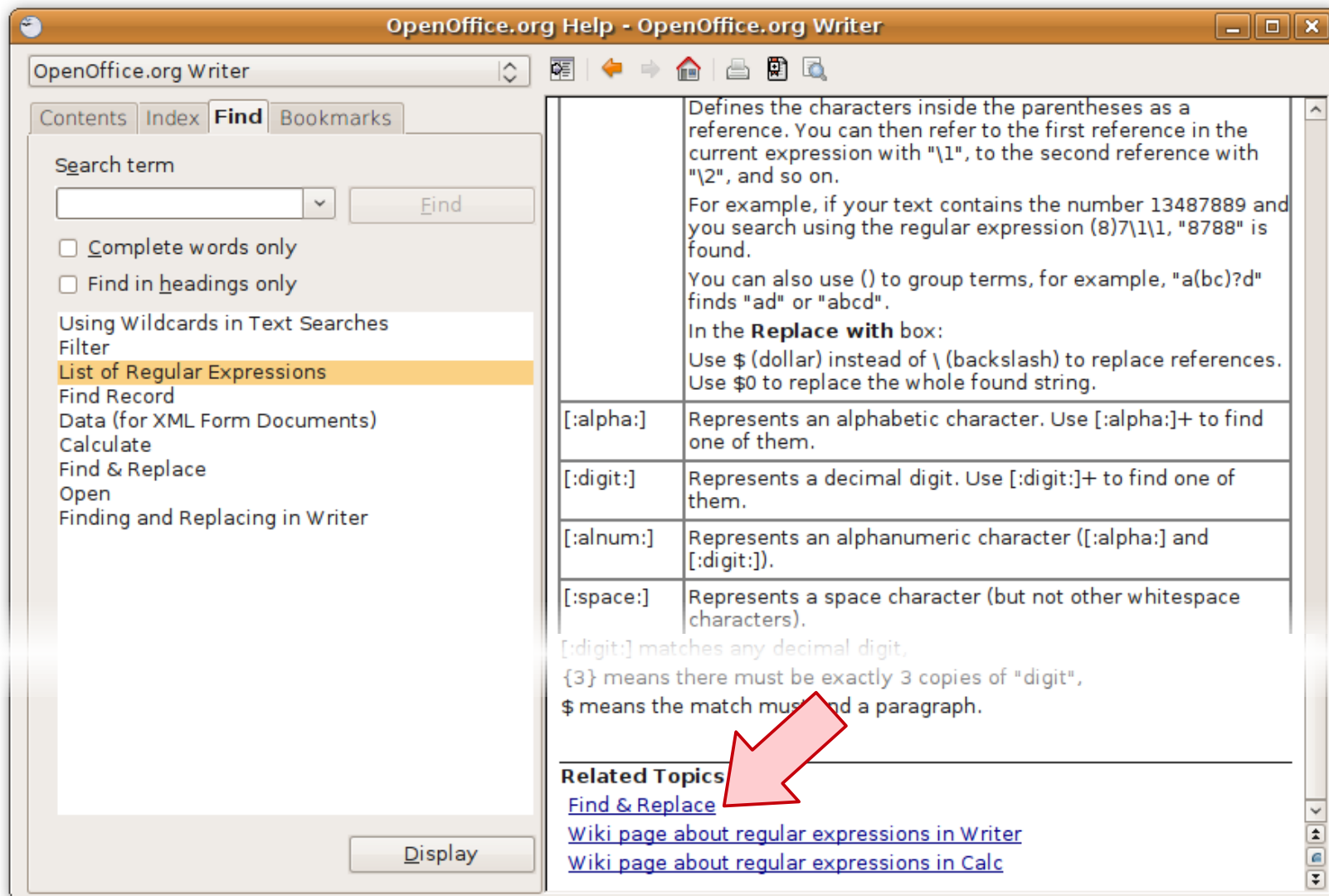
Documentation Improvements



Documentation Improvements

- Question: How can the application help be improved by user feedback?
(German community member via mail)
- Documentation:
 - Application help
 - Books
 - Wiki
 - Forum discussions
 - Asking a co-worker / friend
- Goal: A proposal which shows how users can rate the application help.

Documentation: Application Help



Documentation: Wiki



The screenshot shows the OpenOffice.org Wiki page for Documentation. The header includes the OpenOffice.org logo, a user profile for ChristophNoack, and navigation links like 'eigene diskussion', 'einstellungen', 'beobachtungsliste', 'eigene beiträge', and 'abmelden'. A search bar is located on the right. The main content area is titled 'The OpenOffice.org Documentation Project' and contains a paragraph about the project's purpose, a note about contributing, and a link to a list of pages needing help. A sidebar on the left contains sections for 'Navigation' (Hauptseite, Letzte Änderungen, Zufällige Seite, OOo User Forum, OOo Extensions, OOo Templates, Hilfe), 'Buch erstellen' (Seite zum Buch hinzufügen, Hilfe zu Büchern), 'Werkzeuge' (Links auf diese Seite, Änderungen an verlinkten Seiten, Hochladen, Spezialseiten, Druckversion, Permanentlink, PDF-Version), and 'Andere Sprachen' (Français, Nederlands). A 'WANT TO HELP?' box on the right lists links for 'How to contribute', 'OOo needs YOU!', 'Wiki Editing Policy', 'Project Dashboard', 'Doc Wishlist', 'Pages that Need Help!', 'Pages in the Works', and 'Candidate Pages'. Below the main content, there are sections for 'What's New' (listing recent events and updates), 'Searching/Downloading' (with a search bar), 'User Guides for OpenOffice.org 3.x' (Getting Started with OpenOffice.org 3.x - Published), and 'Developers/SysAdmin Guides' (Administration Guide).

OpenOffice.org wiki

ChristophNoack eigene diskussion einstellungen beobachtungsliste eigene beiträge abmelden

Suchen

Seite Diskussion Bearbeiten Versionen/Autoren Verschieben Beobachten

The OpenOffice.org Documentation Project

This project creates and maintains documentation in English for OpenOffice.org. Documentation can include user guides, [FAQs](#), [How Tos](#), samples, User Templates, the application help and training materials. The project [has a home page on the web as well](#).

This is a wiki, so feel free to contribute to OpenOffice.org documentation!

Look [here](#) to see a list of pages that need your help!

If you cannot find what you're looking for, check out the [the OpenOffice.org User Forum](#).

WANT TO HELP?

- How to contribute
- OOo needs YOU!
- Wiki Editing Policy
- Project Dashboard
- Doc Wishlist
- Pages that Need Help!
- Pages in the Works
- Candidate Pages

What's New

- The Doc Project has a time slot for a presentation at the OOoCon2009 at 09:00 on Thursday in Palazzo del Popolo (Sala Etrusca).
- October 2009 - The Documentation Project now has an IRC channel on Freenode: [#openoffice.org-docs](#)
- 28 September 2009 - The Second Edition of Gabriel Gurley's [Conceptual Guide to OpenOffice.org 3](#) has been uploaded to the Documentation website.

Searching/Downloading

- Search and download documents through the [Documentation Website](#)
- or, type here to search this Documentation Wiki:

User Guides for OpenOffice.org 3.x

- Getting Started with OpenOffice.org 3.x - Published

Developers/SysAdmin Guides

- Administration Guide

Navigation

- Hauptseite
- Letzte Änderungen
- Zufällige Seite
- OOo User Forum
- OOo Extensions
- OOo Templates
- Hilfe

Buch erstellen

- Seite zum Buch hinzufügen
- Hilfe zu Büchern

Werkzeuge

- Links auf diese Seite
- Änderungen an verlinkten Seiten
- Hochladen
- Spezialseiten
- Druckversion
- Permanentlink
- PDF-Version

Andere Sprachen

- Français
- Nederlands

<http://wiki.services.openoffice.org/wiki/Documentation>

Documentation: Rating Wiki Pages

Rating Extension Sandbox



5 votes



6 votes



Your Rating




JSKitRating	
Release status: stable	
Description	Provides integration with JS-Kit Ratings and JS-Kit Score AJAX based social rating/scoring tools.
Author(s)	Jean-Lou Dupont
Last Version	1.4.0
MediaWiki	1.11, 1.12
License	No license specified
Download	SVN See SVN (\$Id: JSKitRating.doc.wikitext 1015 2008-04-10 23:31:38Z jeanlou.dupont \$)
Example	Example author's sandbox
check usage (experimental)	

Sandbox: <http://wiki.services.openoffice.org/wiki/Sandbox>

JSKitRating: <http://www.mediawiki.org/wiki/Extension:JSKitRating>

Documentation: Forum Discussions

**OpenOffice.org**
community forum

User community support forum for OpenOffice.org,
StarOffice and NeoOffice

Advanced search

[Board index](#) < [Applications](#) < [Writer](#)

[FAQ](#) [Register](#) [Login](#)


[POSTREPLY](#)

4 posts • Page 1 of 1


Getting Started with Writer: Tutorials
by [Hagar de l'Est](#) » Thu Dec 27, 2007 11:36 pm

Tutorials began to clutter the thread index so we moved them to a dedicated sub-forum here (for Writer): [Board index > Getting started > Tutorials > Writer](#).

If you've any comments about that forum, don't hesitate to post here : [Do you want sub-forums dedicated to \[only\] tutorials ?](#) The target is to have the easiest forum structure as possible. It's a complex balance, don't hesitate to tell us your feeling.


**Hagar de l'Est**
Moderator

Posts: 10800
Joined: Sun Oct 07, 2007 9:07 pm
Location: France



Re: [Tutorial] Where are they ???
by [Lazy-legs](#) » Fri Dec 28, 2007 1:05 am

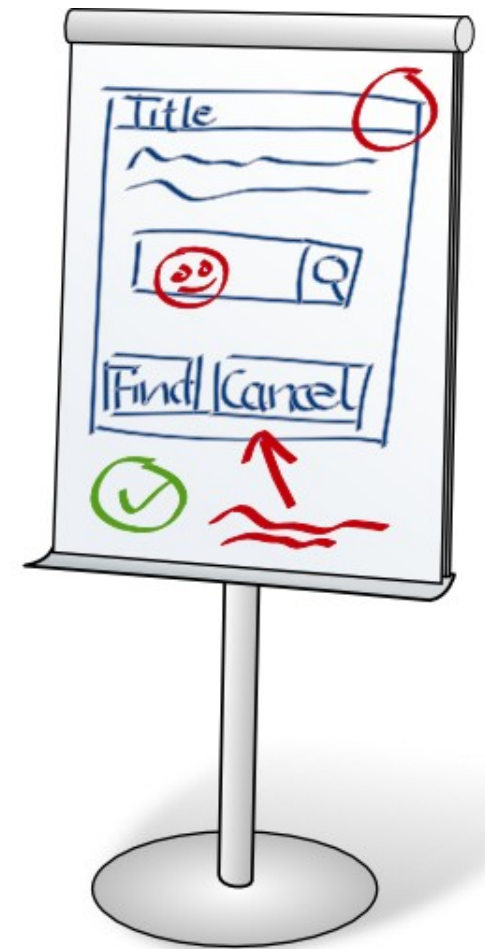
Good idea! This way we don't have to pin the tutorials either.

**Lazy-legs**

[Read the Writer for Writers and Advanced Users book](#)

Source: user.services.openoffice.org/en/forum/viewtopic.php?f=7&t=1195

Find Dialog Improvements

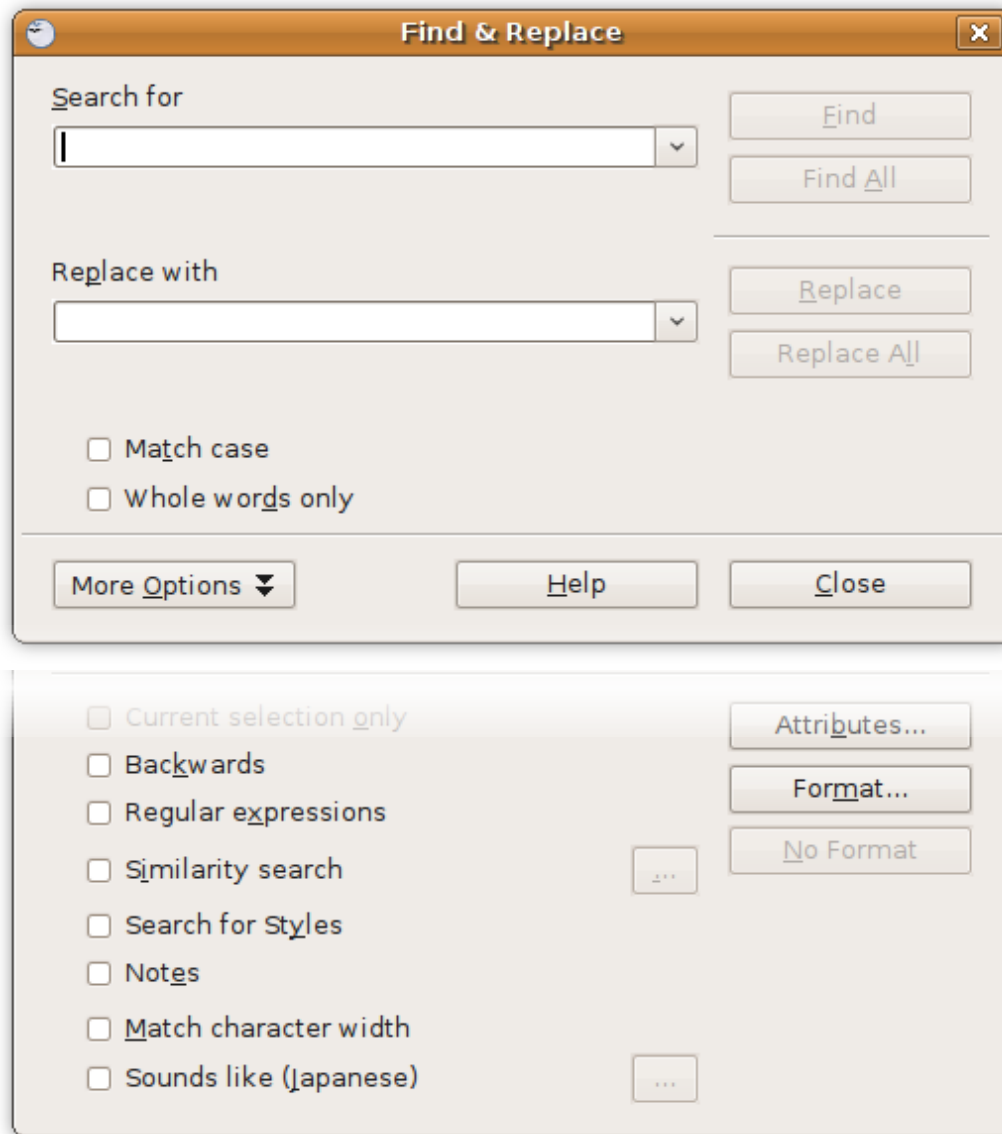


Find Dialog Improvements

- Question: How to incorporate user feedback data to design a new find dialog.
- Find functionality:
 - Find dialog
 - Navigator and navigator control elements
 - Looking it up, manually :-)
- Goal: A proposal for an user focused find dialog is available.



Find Dialog: Find Dialog

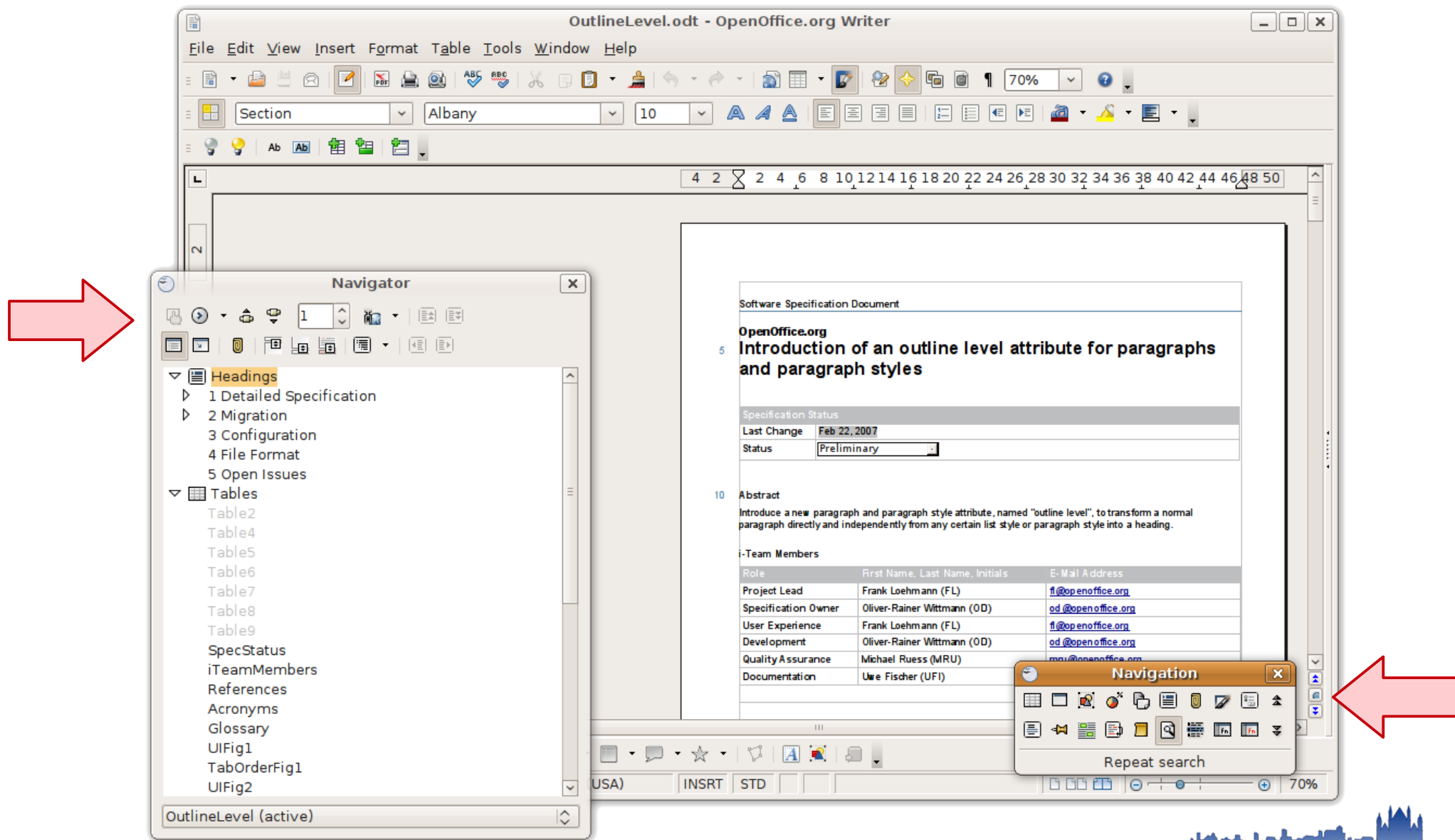


Small Dialogs:

- End of document
- Search key not found



Find Dialog: Navigator



Find Dialog: Other Applications

Mozilla Firefox (Browser)



Google Chrome (Browser)

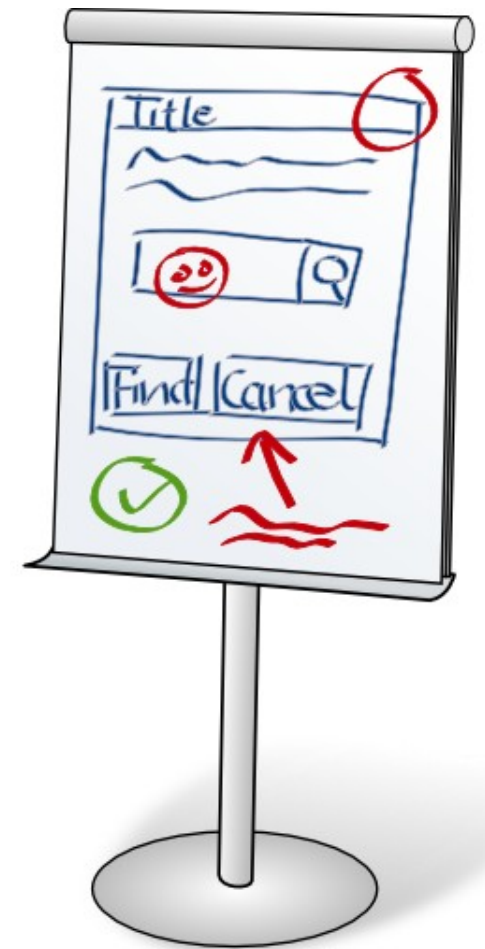


OpenOffice.org Search Toolbar (Idea)



Source: wiki.services.openoffice.org/wiki/Specification_search_toolbar

Access to User Feedback Data



Access to User Feedback Data

- Question: Are there any ideas for better access to user feedback data?
- Current Solutions:
 - Plain spreadsheet data
 - Previous / next analysis
 - Manually processed data
- Goal: Several solutions for efficient access to user feedback data are available.



User Data: Plain Spreadsheet Data

	A	B	C	D	E	F	G	I	J	K	L	M
1	eventtype	widget	uno_url	VCL	VCLLongName	method	id	COUNT		Impress	Build 310m11 (Build:9399)	
2	dispatch	AcceleratorExecute	.uno:Delete					612491		Impress	October 2009	
3	dispatch	AcceleratorExecute	.uno:TransformDialog				390	533295		Impress		
4	vcl					Select		199509		Impress		
5	vcl					Modify		147692		Impress		
6	dispatch	AcceleratorExecute	.uno:EnterGroup				395	110675		Impress		
7	dispatch	SfxAsyncExec	.uno:Paste				722	92139		Impress		
8	dispatch	AcceleratorExecute	.uno:Paste				722	86523		Impress		
9	dispatch	AcceleratorExecute	.uno:Presentation				121	83270		Impress		
10	dispatch	MenuBarManager	.uno:Presentation				121	73434		Impress		
11	vcl			TabEntrance-Effects	sd.ListBox:RID_T	Select	4799	62532		Impress		
12	dispatch	AcceleratorExecute	.uno:Undo				743	61245		Impress		
13	dispatch	GenericToolBarController	.uno:Presentation				121	59777		Impress		
14	dispatch	GenericToolBarController	.uno:Save				739	53276		Impress		
15	dispatch	AcceleratorExecute	.uno:Copy				730	52000		Impress		
16	vcl			TabEntrance	HID_SD_CUSTOM	SetPage	4798	43214		Impress		
17	vcl					More		40928		Impress		
18	vcl					No		39673		Impress		
19	dispatch	GenericToolBarController	.uno:Text				874	38766		Impress		
20	dispatch	MenuBarManager	.uno:InsertGraphic				197	38184		Impress		
21	dispatch	SfxAsyncExec	.uno:Copy				730	37089		Impress		
22	dispatch	GenericToolBarController	.uno:Bold				202	36029		Impress		
23	vcl			EffectAdd	HID_SD_CUSTOM	Click	4234	35924		Impress		
24	dispatch	SfxAsyncExec	.uno:InsertPage				116	32380		Impress		
25	vcl			TransitionApplyToSelectedSlide	HID_SD_SLIDETP	Select	4248	32152		Impress		
26	vcl			AutoPilotPresentation2-Backgroundchoice	sd.ListBox:DLG	Select	5528	31965		Impress		
27	vcl			TabPositionAndSize-Width	sv x:MetricField:R	Less	5279	29827		Impress		
28	dispatch	SfxAsyncExec	.uno:Cut				718	29621		Impress		
29	dispatch	AcceleratorExecute	.uno:ToggleObjectBezierMode				89	29199		Impress		
30	dispatch	MenuBarManager	.uno:SaveAs				740	27521		Impress		
31	vcl			TabArea	HID_AREA_AREA	SetPage	4522	26752		Impress		
32	dispatch	GenericToolBarController	.uno:InsertPage				116	26565		Impress		
33	vcl					Yes		24647		Impress		
34	vcl			AreaFilling	HID_FILL_ATTR	Select	223	23804		Impress		
35	dispatch	MenuBarManager	.uno:InsertPage				116	23331		Impress		
36	vcl					Less		22018		Impress		
37	vcl			TransitionAutomaticallyAfterTime	HID_SD_SLIDETP	More	4254	21826		Impress		
38	dispatch	SfxToolBoxControl	.uno:FillStyle				227	21188		Impress		
39	dispatch	AcceleratorExecute	.uno:Save				739	20918		Impress		
40	vcl			TabPositionAndSize-Width	sv x:MetricField:R	More	5279	20025		Impress		
41	vcl			HID_SVX_TP_DOCRECOVERY_RECOVER	sv x:PushButton:R	Click	9490	18482		Impress		
42	vcl					OK		18095		Impress		
43	dispatch	MenuBarManager	.uno:Undo				743	17956		Impress		
44	vcl			TabPositionAndSize	HID_TRANS_PO	SetPage	5276	16791		Impress		
45	dispatch	AcceleratorExecute	.uno:Text				874	16524		Impress		
46	vcl			TabPositionAndSize-Height	sv x:MetricField:R	Less	5280	16406		Impress		

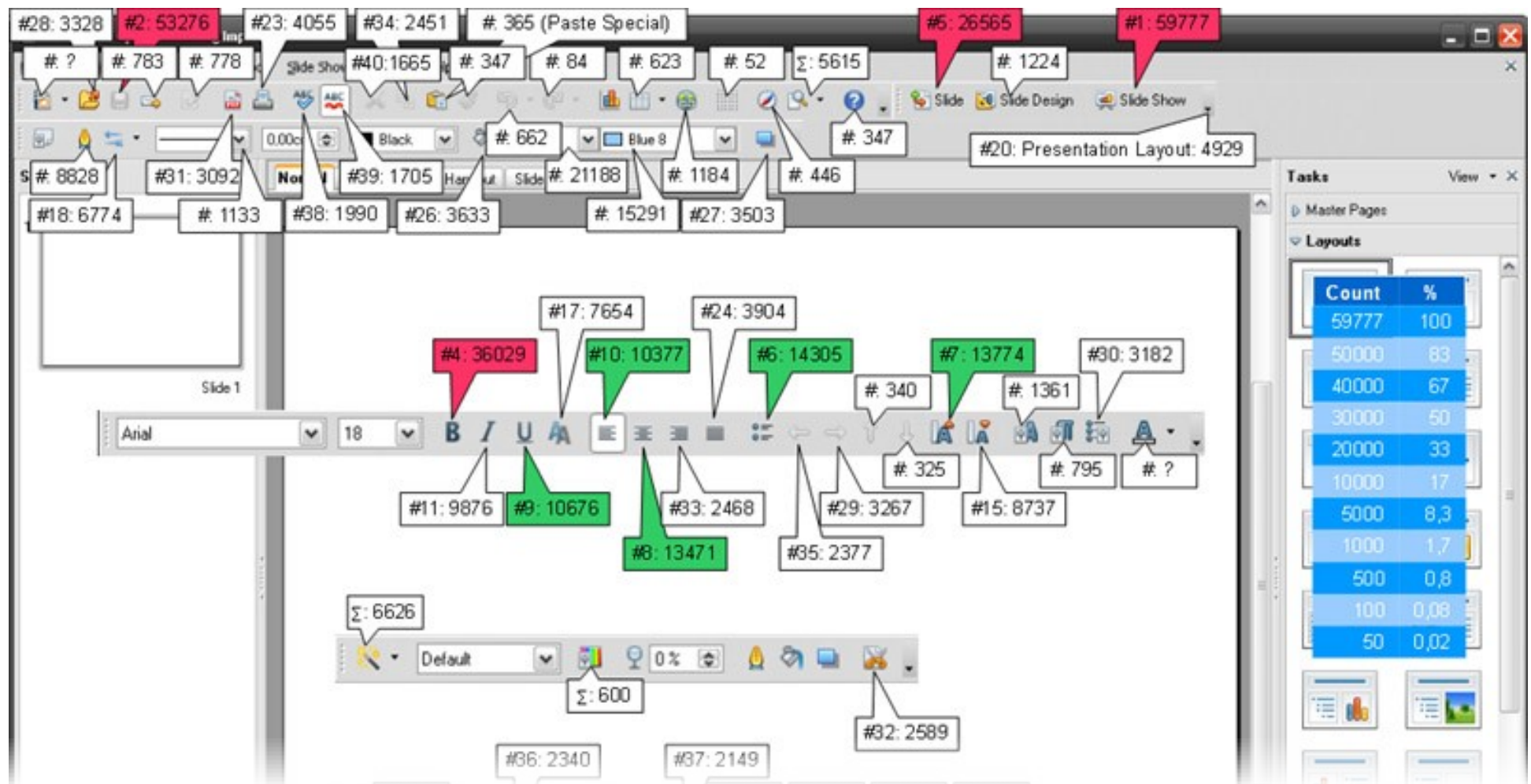
Source: http://wiki.services.openoffice.org/wiki/Tracking_results

User Data: Previous / Next Analysis

	A	B	C	D	E	F	G	I
1	Events analysis for prev-next event for event '.uno:Undo' and Impress							
2	Build 310m11(Build:9399)							
3	Previous events list							
4	EVENTTYPE	name	UNO_URL	VCL	VCLLongName	METHOD	id	COUNT
5	dispatch	AcceleratorExecute	.uno:Undo					40644
6	dispatch	MenuBarManager	.uno:Undo					9090
7	dispatch	AcceleratorExecute	.uno:Paste					4176
8	dispatch	AcceleratorExecute	.uno:Delete					3841
9	vcl					Select		1887
10	dispatch	SfxAsyncExec	.uno:Paste					1443
11	dispatch	MenuBarManager	.uno:InsertGraphic					873
12	vcl			UndoRedoBox-UndoRedoList	sv.x:ListBox:RID_SVXTBX_UND	Select	2417	666
13	dispatch	MenuBarManager	.uno:Paste					643
14	dispatch	GenericToolBarController	.uno:Text					446
15	dispatch	AcceleratorExecute	.uno:Cut					433
16	dispatch	SfxAsyncExec	.uno:Cut					429
17	dispatch	AcceleratorExecute	.uno:Presentation					381
18	dispatch	GenericToolBarController	.uno:Save					376
19	dispatch	AcceleratorExecute	.uno:Copy					366
20	dispatch	AcceleratorExecute	.uno:Save					365
21	vcl			TabPositionAndSize	HID_TRANS_POSITION_SIZE	OK	5276	349
22	dispatch	GenericToolBarController	.uno:InsertPage					333
23	dispatch	GenericToolBarController	.uno:DefaultBullet					312
24	dispatch	GenericToolBarController	.uno:Bold					275
25								
26								
27	Next Function to Undo							
28	EVENTTYPE	name	UNO_URL	VCL	VCLLongName	METHOD	id	COUNT
29	dispatch	AcceleratorExecute	.uno:Undo					40756
30	dispatch	MenuBarManager	.uno:Undo					8985
31	dispatch	AcceleratorExecute	.uno:Delete					3845
32	dispatch	AcceleratorExecute	.uno:Copy					2084
33	dispatch	AcceleratorExecute	.uno:Paste					1402
34	vcl					Modify		1385

Source: http://wiki.services.openoffice.org/wiki/Tracking_results

User Data: Manual Processing



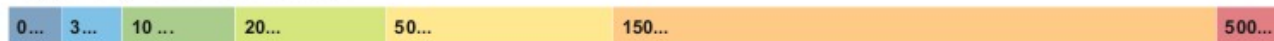
Source: http://wiki.services.openoffice.org/wiki/Tracking_results

User Data: Manual Processing (...)

The screenshot shows a printer settings dialog box with the following sections and data:

- Printer**
 - Name: Photosmart_8200_series (148 select)
 - Status: Default printer
 - Type: CUPS:Photosmart_8200_series
 - Location:
 - Comment: HP Photosmart 8200 series
 - ☐ Print to file (12 check / 3 uncheck)
- Print content**
 - Content: Slides (249 select)
 - Slides per page: 6 (118 select)
 - Order: ☒ Horizontal (32 select), ☐ Vertical (37 select)
- Print range**
 - ☒ All pages (20 re-check)
 - ☐ Pages 262 check (1 251 modify)
 - ☐ Selection (6 check)
- Copies**
 - Number of copies: 1 (15 modify, 157 more, 9 less)
 - ☒ 8 check / 8 uncheck
- Buttons**
 - Options... (112)
 - OK (776)
 - Cancel (212)
 - Help (3)

Legend (not true to scale)



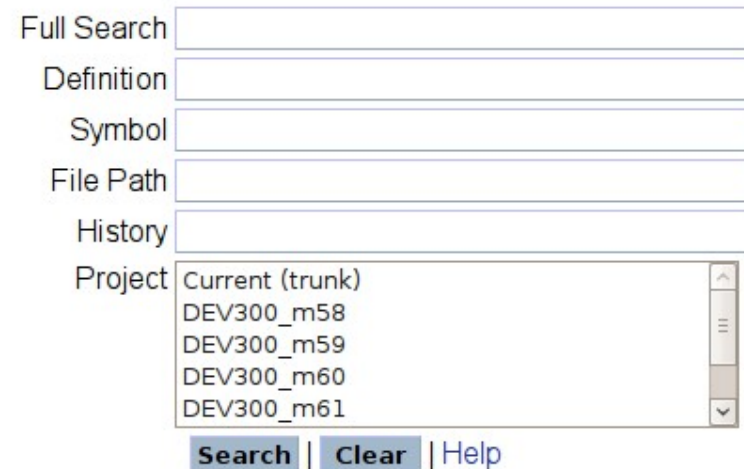
Source: ... wiki/Printerpullpages/Current_State_of_Printing_OOo31

User Data: Manual Processing (...)

Unknown UI element name? → OpenGrok

1. Start OpenGrok
2. Enter search term
“FindAndReplace”
3. Select project
“Current (trunk)”
4. Click “Search”

{OpenGrok



The screenshot shows the OpenGrok web interface. It has a header with the text "{OpenGrok". Below the header, there are five search input fields: "Full Search", "Definition", "Symbol", "File Path", and "History". To the right of these fields are two large red arrows pointing left. Below the search fields is a "Project" dropdown menu showing a list of projects: "Current (trunk)", "DEV300_m58", "DEV300_m59", "DEV300_m60", and "DEV300_m61". To the right of this list is another large red arrow pointing left. At the bottom of the search area are three buttons: "Search", "Clear", and "Help".

OpenGrok - a "wicked fast" source browser!

Welcome to the OpenOffice.org sourcecode browser!

Feel free to use the [browsable](#) and [searchable](#) source tree ([xref/](#)) to dive in

URL: <http://svn.services.openoffice.org/opengrok/>

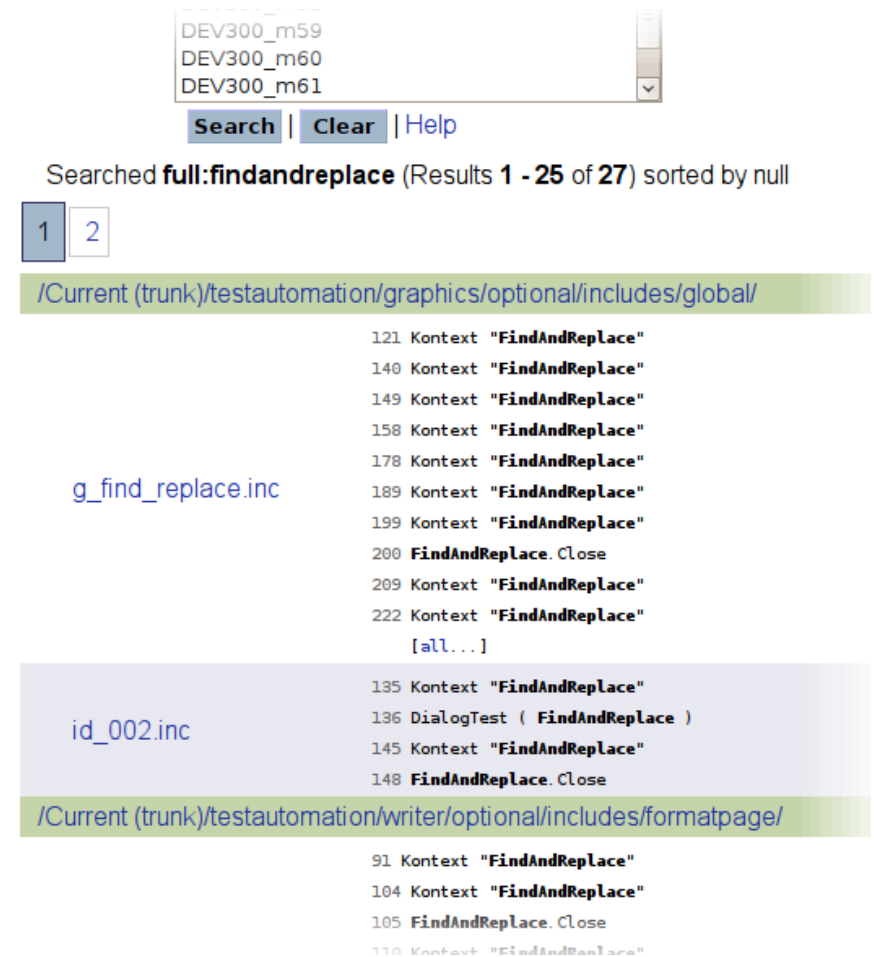
User Data: Manual Processing (...)

...

5. Scroll down

6. Open “eida_g_h.win”

...



User Data: Manual Processing (...)

...

7. Scroll down

8. Go to line 299
“*FindAndReplace”

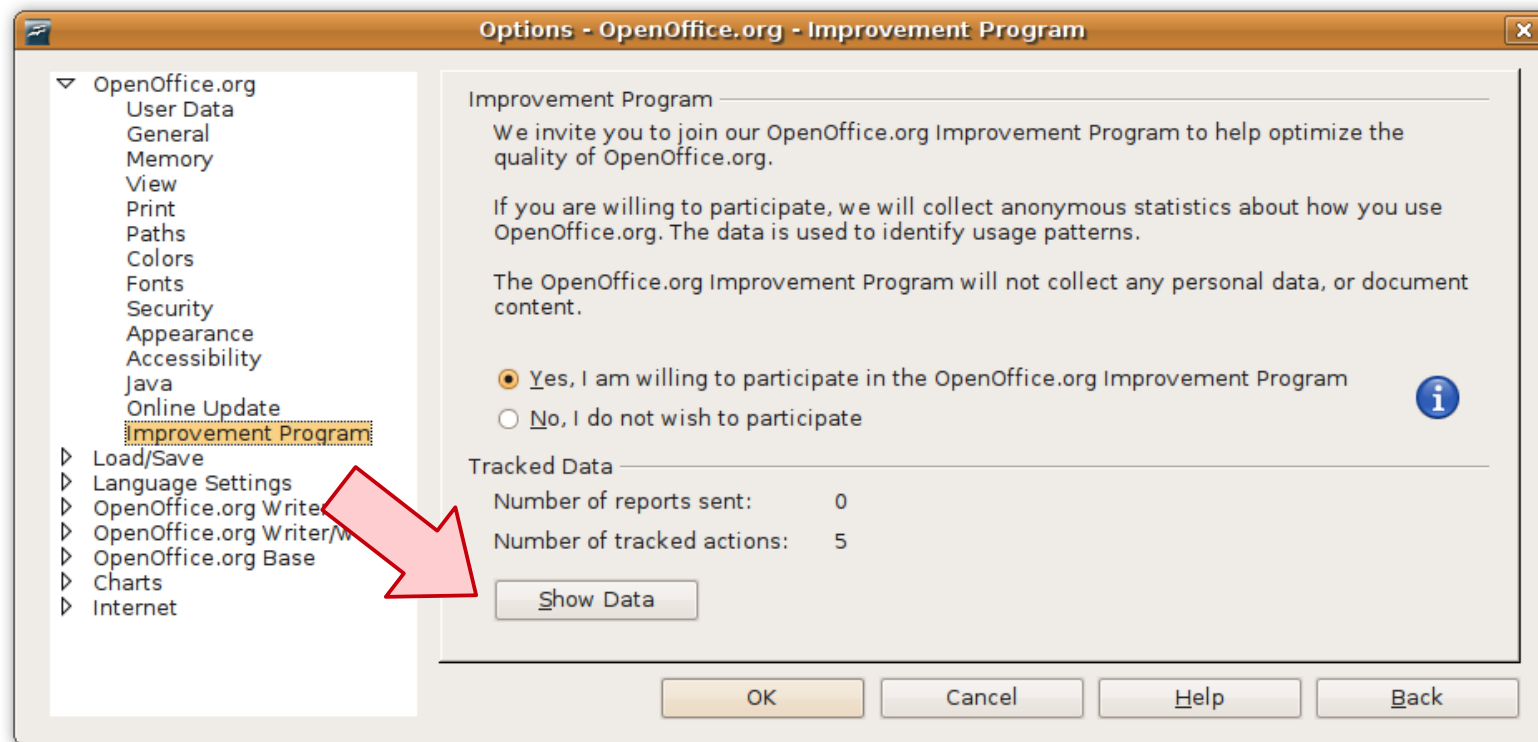
Have a look :-)

```
293 URLField HID_SCDLG_LINKAREAURL
294 FileChoose sc:PushButton:RID_SCDLG_LINKAREA:BTN_BROWSE
295 TableListBox sc:MultiListBox:RID_SCDLG_LINKAREA:LB_RANGES
296 Update sc:CheckBox:RID_SCDLG_LINKAREA:BTN_RELOAD
297 UpdateTime sc:NumericField:RID_SCDLG_LINKAREA:NF_DELAY
298
299 *FindAndReplace SID_SEARCH_DLG
300 SearchFor svx:ComboBox:RID_SVXDLG_SEARCH:ED_SEARCH
301 SearchForStyle svx:ListBox:RID_SVXDLG_SEARCH:LB_SEARCH
302 ReplaceWith svx:ComboBox:RID_SVXDLG_SEARCH:ED_REPLACE
303 ReplaceWithStyle svx:ListBox:RID_SVXDLG_SEARCH:LB_REPLACE
304 SearchNow svx:PushButton:RID_SVXDLG_SEARCH:BTN_SEARCH
305 SearchAll svx:PushButton:RID_SVXDLG_SEARCH:BTN_SEARCH_ALL
306 Replace svx:PushButton:RID_SVXDLG_SEARCH:BTN_REPLACE
307 ReplaceAll svx:PushButton:RID_SVXDLG_SEARCH:BTN_REPLACE_ALL
308 MatchCase svx:CheckBox:RID_SVXDLG_SEARCH:CB_MATCH_CASE
309 WholeWordsOnly svx:CheckBox:RID_SVXDLG_SEARCH:CB_WHOLE_WORDS
310 More svx:MoreButton:RID_SVXDLG_SEARCH:BTN_MORE
311 CurrentSelectionOnly svx:CheckBox:RID_SVXDLG_SEARCH:CB_SELECTIONS
312 Backwards svx:CheckBox:RID_SVXDLG_SEARCH:CB_BACKWARDS
313 RegularExpressions svx:CheckBox:RID_SVXDLG_SEARCH:CB_REGEXP
314 SimilaritySearch svx:CheckBox:RID_SVXDLG_SEARCH:CB_SIMILARITY
315 SimilaritySearchFor svx:PushButton:RID_SVXDLG_SEARCH:PB_SIMILARITY
316 SearchForStyles svx:CheckBox:RID_SVXDLG_SEARCH:CB_LAYOUTS
317 MatchFullHalfWidth svx:CheckBox:RID_SVXDLG_SEARCH:CB_JAP_MATCH_FULL_HALF_WIDTH
318 SoundsLike svx:CheckBox:RID_SVXDLG_SEARCH:CB_JAP_SOUNDS_LIKE
319 SoundsLikeOptions svx:PushButton:RID_SVXDLG_SEARCH:PB_JAP_OPTIONS
320 Attributes svx:PushButton:RID_SVXDLG_SEARCH:BTN_ATTRIBUTE
321 Formats svx:PushButton:RID_SVXDLG_SEARCH:BTN_FORMAT
322 NoFormat svx:PushButton:RID_SVXDLG_SEARCH:BTN_NOFORMAT
323 SearchIn svx:ListBox:RID_SVXDLG_SEARCH:LB_CALC_SEARCHIN
324 Rows svx:RadioButton:RID_SVXDLG_SEARCH:RB_CALC_ROWS
325 Columns svx:RadioButton:RID_SVXDLG_SEARCH:RB_CALC_COLUMNS
326 SearchInAllSheets svx:CheckBox:RID_SVXDLG_SEARCH:CB_ALL_SHEETS
327 Notes svx:CheckBox:RID_SVXDLG_SEARCH:CB_NOTES
328
329 *FormFolderNameDialog HID_DLG_SAVE_AS
330 FolderName dbaccess:Edit:DLG_SAVE_AS:ET_TITLE
331 FolderReName HID_DLG_RENAME
332
333 *FormPropertiesDialog UID_FORMPROPBROWSER_FRAME
334 FormPropertiesTabControl HID_FM_PROPDLG_TABCTR
335 TabGeneralForm HID_FM_PROPDLG_TAB_GENERAL
```

User Data: Manual Processing (...)

Known UI element? → OpenOffice.org

1. Open “Tools – Options – Improvement ...”
2. Open “Show Data”, ignore the messages



Thank you for working with us!

